



# Outreach Middleware

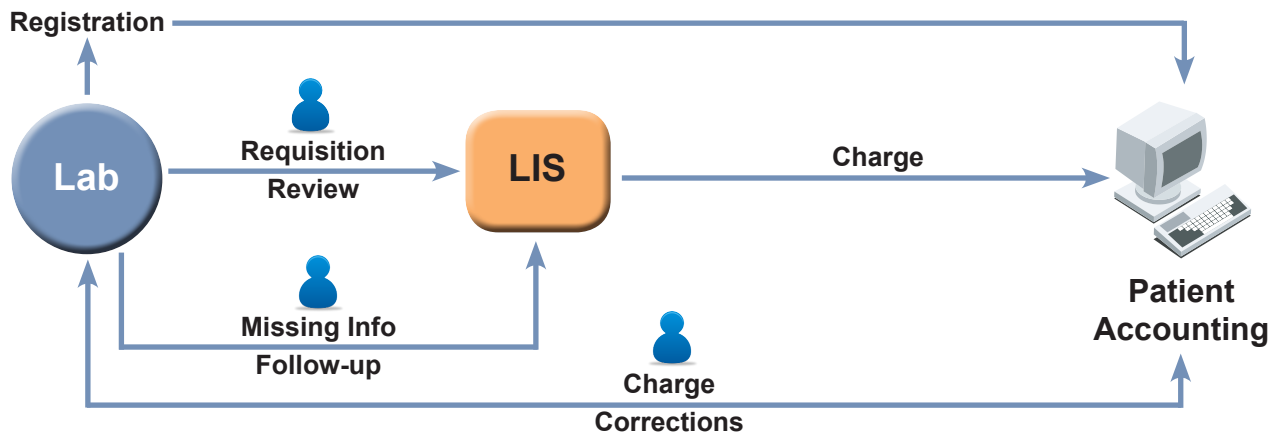
A TELCOR Outreach Information System® Application

The Outreach Middleware product is designed to allow hospital laboratories to improve their billing process for outreach services, while still utilizing the hospital's Patient Accounting system. TELCOR recognizes that each hospital's billing processes are different, and Outreach Middleware can provide the tools needed to allow your laboratory to take control of creating complete, clean and compliant transactions and correcting requisition errors before they reach Patient Accounting, while providing the flexibility to provide client bills.

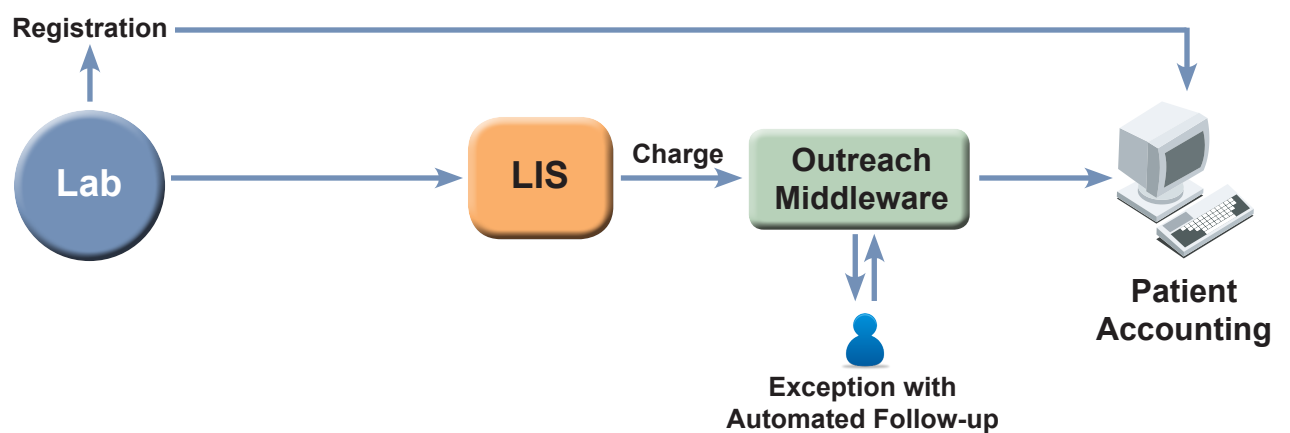
## Product Benefits

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|--|---|
| <ul style="list-style-type: none"> <li>Reduce Denials</li> <li>Improve Cash Flow</li> <li>Improve Production &amp; Workflow</li> <li>Flexible Client Billing</li> <li>Profitability Management Tools</li> <li>Utilize Current Patient Accounting System</li> <li>Customized Client Invoices</li> </ul> | <ul style="list-style-type: none"> <li>Improve Client Satisfaction</li> <li>Flexible Pricing</li> <li>Expected ROI in 12 Months</li> <li>Resource Neutral</li> <li>Real-time Management Decision Tools</li> <li>Compete with National Laboratories</li> <li>Reduce Labor Per Transaction</li> </ul> |
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### Current Workflow



### Outreach Middleware Workflow





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## How Does It Work?

All lab charges are submitted from your LIS to Outreach Middleware. Here, the laboratory can manage the validation and processing via rules to create complete and clean transactions. Then, patient charges are sent to the Patient Accounting system, management statistics are collected and client charges can be billed through the TELCOR Outreach Middleware solution.

## Product Features

### Workflow Improvement

- Designed for hospital outreach programs
- Comprehensive client billing with customizable invoices
- Provides extensive pricing flexibility
  - Multi-tiered pricing
  - Unlimited fee schedules
- Configurable rules & pricing management
- Validates transaction data
- Performs general, client and financial class rules
- Holds errors and invalid/incomplete transactions in Workqueue for review and correction by lab staff
- Corrects requisition errors before going to Patient Accounting
  - ABN checking
  - Comprehensive CPT assignments
  - Missing diagnosis
- Comprehensive security & auditing

### Outreach Management

- Provides outreach business metrics
- Supports client financial reporting
- Generates client fee schedules
- Generates Provider Acknowledgement letters
- Determines clients that are not meeting profitability expectations
- Compares projected and actual profitability of clients
- Determines projected profitability of prospects
- Provides understanding of utilization by client, territory, region, sales person, etc.

### Technology

- Hardware independent
- Multiple user access with data integrity
- Microsoft .NET 3.5
- SQL Server 2005
- Crystal 2008 reporting engine
- Data exports to Excel
- PDF files with e-mail capability
- Integrates with existing fax servers
- Integrates with other TELCOR products

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**TELCOR**, an employee owned company founded in 1995, is an industry leader in the laboratory point of care and outreach/reference lab markets, providing unparalleled software products and services and exceptional customer support. TELCOR's proven implementations are performed by clinically experienced, IT knowledgeable resources who understand each customer's unique environment.



All TELCOR applications have been built with current Good Manufacturing Practices (cGMP) and TELCOR is a Microsoft® Gold Certified Partner. Microsoft, Microsoft Excel and Microsoft.NET are either registered trademarks or trademarks of Microsoft Corporation in the United States and other countries.

### TELCOR's Commitment to Security and Compliance

TELCOR is committed to remaining compliant and maintaining the compliance of its products with all new and upcoming federal regulations for billing including, but not limited to, HIPAA, the HITECH Act and ICD-10.

